ATTACHMENT 8 – ANSWERS TO QUESTIONS

#	RFP Reference (Page-Section)	Question	Response
1	Page 5 – section 2.21 vi.	What is the average call volume per day?	Incoming/Outgoing/Abandoned: Avg Per Day - **33**
2	Page 5 – section 2.21 vi.	What is the average call volume per month?	Incoming/Outgoing/Abandoned: Avg Per Month - **720**
3	Page 5 – section 2.21 vi.	What is the average length of call?	2 minutes
4	Page 5	Is there any historical call volume data?	Yes – Historical Call Volume Data is posted on the next page for reference.
5	Page 8 – section 7.2 a and b	Do you require additional copies of the Technical and Cost proposals?	No. Only one (1) hard copy of each is required per Section 7.0 of the RFP. Service Providers are also required to submit an electronic version of the Non-Cost Portion (Technical Proposal) and the Cost Portion per Section 7.0 of the RFP.
6	Page 11- 12 Section 8.3 and 8.4	Should the exhibits be included with the Non-Cost or the Cost Portion of the Proposal?	The Exhibits and all Attachments thereto should be included with the Non-Cost Portion (Technical Proposal). Please refer to Section 7.0 and Section 8.0 of the RFP for further details.
7	Cost Proposal Workbook re: Patched Calls	Can you please clarify what would be considered as "patched calls"? Patched calls usually include the time that the agent is initiating the attempt to patch the caller, the time that the phone is ringing prior to the call being answered, the time that the agent is speaking with the on call person and the time after our agent hangs up but the caller and the on call are still connected.	Patched calls usually include the time that the agent is initiating the attempt to patch the caller, the time that the phone is ringing prior to the call being answered, the time that the agent is speaking with the on call person, then agent patches caller to on call person, both acknowledged then agent hangs up, ends time. Caller and On Call person is connected.

Question #4 – Historical Call Volume Data

JUN 2017 - MAY 2018	Total Calls In / Out & Abandoned Per Month
Jun-17	764
Jul-17	644
Aug-17	724
Sep-17	754
Oct-17	810
Nov-17	1024
Dec-17	684
Jan-18	772
Feb-18	632
Mar-18	594
Apr-18	622
May-18	618